There are five levels of listening:

Appreciative

Disciminative

Comprehensive

Critical

Therapautic

Here is a series of Frayer Charts to help you understand each level:

Facts/Characteristics:

* Evaluates the message.
* Makes decisions on what is being said
* Assesses the speaker

Definition: Listening to understand the message. The message is evaluated and a decision is made whether or not to accept it.

Critical Listening

Non-examples: Following along with the crowd without knowing why

Examples:

Listening to a politician before voting or engaging in a debate

Facts/Characteristics:

* Minimizes distractions.
* Fun

Definition: Listening for enjoyment

Appreciative Listening

Examples:

Likes the beat of a song

Entranced by the sound of something

Non-examples: Talks to a friend while the teacher is teaching

Definition: Listening patiently and objectively without interrupting, offering encouragement when needed

Facts/Characteristics:

* Being a sounding board for the speaker
* Empathize and provide feedback
* Don’t give advise when not asked

Therapeutic Listening

Non-examples: Dismissing anyone’s opinion except your own.

Examples:

Listening to a coworker when they need to vent

Examples:

Taking notes while listening

Facts/Characteristics:

* Focuses on the speaker’s words
* Memorizing information while listening

Definition: Making an effort to understand a message

Non-examples: Ignoring you boss while being informed about new work rules,

Comprehensive Listening

Non-examples: Not noticing when someone is upset

Examples: Detect an engine problem by listening to the engine

Effectively dealing with an angry customer by calming them down while on the phone

Facts/Characteristics:

* Distinguish important sounds from others
* Listening for changes in a persons voice
* Distinguishing accents

Definition: Listening to separate background sounds from something important

Discriminative Listening